

February 3, 2020

To our valued customers,

We value safety above all else, and we want to assure you that at NP Nutra, product safety is always paramount. We have established a Coronavirus Risk Assessment and Mitigation Team (CV-RAM Team) to monitor, research and implement risk elimination strategies.

What the CDC is saying about risk on food products imported from China

Our CV-RAM Team has been in contact with the CDC who have advised as follows regarding the coronavirus;

- The only known confirmed route of transmission is through respiratory droplets
- It has poor survivability on surfaces
- Expected to die during transport/shipping
- Thought to be “low risk” of nCoV on food
- Zero cases of food transmission

Further, within an FAQ on the CDC website there is the following;

Q: Am I at risk for novel coronavirus from a package or products shipping from China?

There is still a lot that is unknown about the newly emerged 2019 novel coronavirus (2019-nCoV) and how it spreads. Two other coronaviruses have emerged previously to cause severe illness in people (MERS and SARS). 2019-nCoV is more genetically related to SARS than MERS, but both are betacoronaviruses with their origins in bats. While we don't know for sure that this virus will behave the same way as SARS and MERS, we can use the information from both of these earlier coronaviruses to guide us. In general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures. Coronaviruses are generally thought to be spread most often by respiratory droplets. Currently there is no evidence to support transmission of 2019-nCoV associated with imported goods and there have not been any cases of 2019-nCoV in the United States associated with imported goods. Information will be provided on the [2019 Novel Coronavirus website](#) as it becomes available.

Steps NP Nutra is taking to Mitigate Risk

In accordance with a Chinese Government mandate, all partner manufacturing facilities within China will remain closed until February 10, as the government there seeks to minimize travel and interpersonal contact.

Upon their return to work our CV-RAM Team will be working with our manufacturing partners to ensure that they are implementing proper steps to minimize/ eliminate the risk of an infection reaching any production environment (see details below).

In the US, as an additional precautionary measure, all shipments as they arrive at our warehouses are being sprayed externally (container doors & pallet wrap) with ethanol/ alcohol. Such process will be carried out consistent with organic compliance rules.

Detail of Steps being undertaken and our Manufacturing Partner facilities within China

NP Nutra CV-RAM Team is working closely with each our manufacturing partner facilities in China to ensure that the following risk mitigation steps are being undertaken;

1. Each facility is establishing a Coronavirus Prevention Team with a General Manager as a team leader, Quality Director as deputy leader, Department Managers and Production Manager as the team members.

2. Team responsibilities as follows;

- 2.1 Responsibility of **team leader**: in charge of prevention work in the facility and coordinating prevention materials, usage, and related prevention work.
- 2.2 Responsibility of **deputy leader**: make sure prevention work is practicable, monitor the progress of prevention, and coordinate abnormal situations;
- 2.3 Responsibility of **team member**: in charge of prevention work down to all departments, workshops, monitoring, tracking, and reporting.

3. Immediately take the following actions and implement:

- 3.1 Strengthen all employees training, everyone is responsible for taking precautions and monitoring each other, open reporting channel, if anything abnormal happens report immediately;
- 3.2 Personnel who visit their relatives outside the city must have 14 days for quarantines before going back to work;
- 3.3 According to government notice, facilities will monitor body temperature twice a day as employees come to work;
- 3.4 All vehicles into the company will be sanitized;
- 3.5 All personnel into office and workshop shall be sanitized;

- 3.6 There are new hand sanitation devices in all office areas, warehouse and workshop devices will be increased;
- 3.7 Increase working uniform sanitation by 75% ethanol;
- 3.8 Distribute free masks to staff, everyone going into the facility will need to wear a new mask, and old masks will be destroyed entirely;
- 3.9 Increase newly installed body temperature equipment;
- 3.10 Increase environment sanitation management, assign designated personnel to inspect and monitor, report twice a day, and if anything is abnormal report it within 5 minutes;
- 3.11 Increase cleanliness of equipment and facilities, sample and test the food contact surface every day;
- 3.12 When production recommences, facility management will postpone/ reduce meetings and large-scale activities and make greater use of phone/video meeting facilities and mobile networking.
- 3.13 Raw material, auxiliary, and packaging material suppliers will also take corresponding measures to avoid the risk of Coronavirus.

If your quality control team has any further questions about steps NP Nutra is undertaking to mitigate risk please direct your inquiry to our CV-RAM Team via your account representative.

Please rest assured that NP Nutra will continue to take all measures necessary to ensure that the products that we supply to our valued customers continue to be safe.

Sincerely,



Mark Campbell
Chief Operating Officer.



Helga Villanueva
Director of Quality & Regulatory Compliance
Head of CV-RAM Team